



DOOR SERVER (HOST / HOSTESS) JOB DESCRIPTION

Objective: To adhere to all Ninety Nine policies related to personal conduct, uniform, appearance, guest service and relations. To exhibit a “Passion to Serve” to all of our guests to become “Best of Class” in our segment of the restaurant industry.

Essential Functions:

1. Responsible to greet each guest with a pleasant, courteous attitude. Responsible for the delivery of **Ninety Nine Host Service Fundamentals** 100% of the time.
2. All guests must be made to feel welcome and thanked upon leaving.
3. Responsible to assist in training new team members in the Ninety Nine corporate policies and procedures.
4. Responsible to know menu items carried as well as price ranges for both food and beverage.
5. Responsible for daily sidework duties before, during and after each shift.
6. Responsible to know the operation and use of the phone, intercom, paging and headphone systems.
7. Responsible for executing a waiting list when necessary and communicating the information to the guests.
8. Responsible for seating guests and controlling the flow of the restaurant.
9. Responsible for assisting with any To-Go or To Go Express items including ordering, packaging and cash handling.
10. Responsible for assisting servers in bussing and resetting tables.
11. Responsible for maintaining a high level of communication throughout the entire restaurant.
12. Maintain brand standards of high quality and integrity.



Feedback:

1. Periodic team member meetings
2. Pep Talks
3. Performance Reviews

Service Fundamentals – Door Server:

- Smiling, friendly greeting
 - Greet guest before they greet you
- Specific promotional mention
 - Featured LTO, guest count builder, soup of the day, restaurant special
- Sincere thank you and welcome/invite back
 - Show your appreciation for your guest visiting the Ninety Nine

Physical Requirements:

1. Ability to stand up to 12 hours a day
2. Ability to lift up to 25 lbs.
3. Frequent carrying and twisting
4. Ability to reach, lift and stand while twisting
5. Ability to climb stairs
6. Bending, stooping, stretching and reaching are occasional requirements.